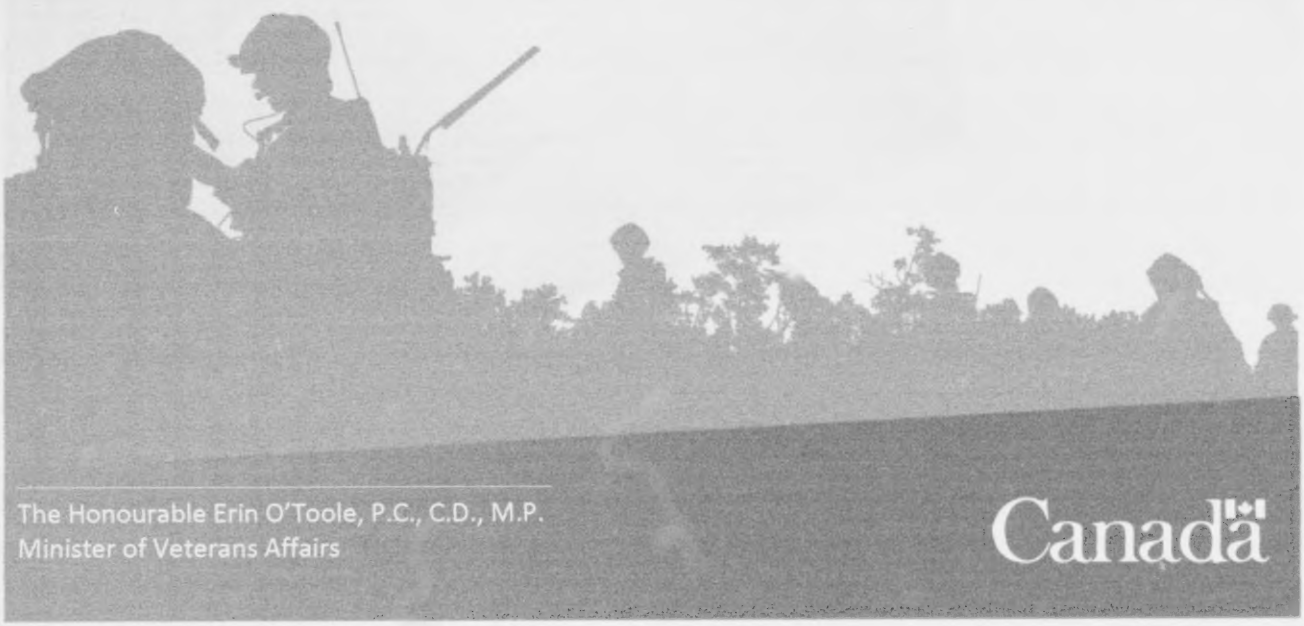
Veterans Affairs Canada
Anciens Combattants Canada

Annual Report on the Administration of the *Access to Information Act* 2014–2015



The Honourable Erin O'Toole, P.C., C.D., M.P.
Minister of Veterans Affairs

Canada

Table of Contents

Table of Contents 1

1. Introduction 3
2. Preparation and Tabling of the Annual Report 3
3. Mandate of Veterans Affairs Canada 3
4. Mandate of the Office of the Veterans Ombudsman 4
5. Organization 5
   - I Veterans Affairs Canada's Access to Information and Privacy Office 5
   - II Office of the Veterans Ombudsman Access to Information and Privacy Unit 6
6. Delegation Order 7
7. Interpretation of the Statistical Report on the *Access to Information Act* 7

Formal requests under the *Access to Information Act* 7

- I Source of Requests Received 8
- II Disposition of Requests Completed 9
- III Exemptions Cited 10
- IV Exclusions Cited 12
- V Completion Time 13
- VI Extensions 13
- VII Translation 13
- VIII Format of Information Released 14
- IX Fees 14
- X Costs 14
- XI Publication of Summaries of Completed Requests 15

8. Other ATIP Functions 16
   - I Veterans Affairs Canada 16
   - II Office of the Veterans Ombudsman 16
9. Consultations 17
10. Training and Awareness 17
11. Policies, Guidelines and Procedures 18
12. Complaints and Investigations 18
13. Appeals to the Courts 19
14. Monitoring – Access to Information Requests 19

I Veterans Affairs Canada 19
II Office of the Veterans Ombudsman 19
Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations 20
Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO) 24
Annex 3: Statistical Report on the *Access to Information Act* (OVO) 32
Annex 4: Five-Year Statistical Analysis (VAC and OVO) 40

1. Introduction

The *Access to Information Act* provides members of the public and corporations with the legislated right, subject to certain limited and specific exceptions, to access federal government records. The *Act* complements other methods for obtaining government information, and does not limit in any way the access to government information that is normally available to the public upon request.

This annual report on the administration of the *Access to Information Act* describes how Veterans Affairs Canada (VAC) and the Office of the Veterans Ombudsman (OVO) fulfilled their responsibilities under the *Access to Information Act* during the fiscal year April 1, 2014 to March 31, 2015.

2. Preparation and Tabling of the Annual Report

In accordance with section 72 of the *Access to Information Act,* the Minister of Veterans Affairs, as head of the institution, is required to prepare an annual report on the administration of the *Act*, and this report is to be tabled in Parliament.

3. Mandate of Veterans Affairs Canada

Canada's development as an independent country with a unique identity stems partly from its proud military achievements. Veterans Affairs Canada exists to help those whose courageous efforts gave us this legacy and contributed to Canada's growth as a nation.

VAC's mandate is set out in the *Department of Veterans Affairs Act*. It charges the Minister of Veterans Affairs with responsibility for "the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or Merchant Navy or in the naval, army, air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . . and the care of the dependents or survivors of any person referred to." Veterans Affairs Canada is also responsible for keeping alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace.

Responsibilities

VAC achieves its mandate by providing services and benefits that respond to the needs of Veterans, other individuals and their families. The Department has three main roles:

- **Provider** of disability compensation and financial support: Veterans Affairs Canada administers programs which recognize and compensate for the disabling effects of service-related disabilities. The Department also provides financial support and assistance when career-ending or service-related disabilities affect one's ability to earn an income.

- **Funder** for health care and re-establishment services: The Department works with multiple levels of government to ensure access to health programs that enhance the well-being of Veterans and other eligible individuals and promote independence. The Department also provides financial support to Veterans and their families to ease their transition to civilian life.

- **Catalyst** for national and international remembrance: The Department keeps alive the achievements and sacrifices of those who served Canada in times of war, military conflict and peace, and promotes the importance of these efforts for Canadian life as it is today. Veterans Affairs Canada fosters remembrance of the contributions made by Canada's war dead and Veterans, and maintains and operates 14 memorial sites in Europe.

4. Mandate of the Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman helps ensure that the sacrifices of Canada's Veterans and their families are recognized through the provision of services, benefits, and support in a fair, accessible, and timely manner. As an impartial and independent officer, the Veterans Ombudsman reports directly to the Minister of Veterans Affairs and works to ensure that Veterans, men and women of the Canadian Armed Forces (CAF), members and former members of the Royal Canadian Mounted Police (RCMP), as well as their families and other individuals that are clients of VAC are treated fairly and in accordance with the *Veterans Bill of Rights*. The mandate of the Ombudsman, found in the *Order-in-Council P.C. 2007-530*, is to:

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives arising from the application of the provisions of the *Veterans Bill of Rights;*

- Identify and review emerging and systemic issues related to programs and services provided or administered by the Department or by third parties on the Department's behalf that impact negatively on Veterans and other individuals served (by VAC);

- Review and address complaints by Veterans and other individuals served (by VAC) and their representatives related to programs and services provided or administered by the Department or by third parties on the Department's behalf, including individual decisions related to the programs and services for which there is no right of appeal to the Veterans Review and Appeal Board;

- Review systemic issues related to the Veterans Review and Appeal Board; and

- Facilitate access by stakeholders to programs and services by providing them with information and referrals.

5. Organization

I Veterans Affairs Canada's Access to Information and Privacy Office

The VAC Access to Information and Privacy (ATIP) Coordinator acts on behalf of the Minister of Veterans Affairs and the Deputy Minister to ensure that the Department's responsibilities under the *Access to Information Act* and the *Privacy Act* are met. The ATIP Coordinator reports directly to the Assistant Deputy Minister, Human Resources and Corporate Services Branch.

The main activities of VAC's ATIP Office consist of the following:

- Processing requests for information submitted under the *Access to Information Act* and the *Privacy Act;*
- Developing policies, procedures and guidelines in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both acts to ensure employees understand their roles and responsibilities;
- Monitoring compliance with both acts and central agency requirements;
- Preparing annual reports to Parliament;
- Coordinating Privacy Impact Assessments (PIAs);
- Coordinating the resolution of any complaints against VAC which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act;*
- Providing centralized management of privacy breaches;
- Providing VAC staff with advice and guidance on ATIP issues;
- Providing support and recommendations to the Department's Chief Privacy Officer and the Corporate Management Committee (CMC) and
- Supporting VAC in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

Processing of access to information and privacy requests is centralized within the ATIP Office in Charlottetown, Prince Edward Island. The ATIP Office has two units: an Operations team and a Policy and Governance team. In 2014–2015, the VAC ATIP Coordinator's Office employed a total of 34.48 full-time equivalents (FTEs).

The ATIP Coordinator's Office supports and maintains a network of 23 ATIP Liaison Officers (22 Liaison Officers in the Charlottetown Head Office and one representing the Regions). The Liaison Officers are responsible for retrieving information from their areas when a request is received, and identifying information which may qualify for an exemption under the acts.

II Office of the Veterans Ombudsman Access to Information and Privacy Unit

The Veterans Ombudsman, Deputy Ombudsman and Executive Director, Operations (formerly Director General of Operation in Delegation Order in Annex 1), Legal Advisor and Director, Corporate Services and Charlottetown Operations have full authority for the OVO to exercise the powers, duties, and functions of the Minister as the Head of Veterans Affairs under the provisions of the *Acts* and related regulations (see Annex 1). Although four positions have been delegated full authority, the Veterans Ombudsman has been identified as the senior-most official within the OVO responsible for Access to Information and Privacy. The Director, Corporate Services and Charlottetown Operations, is responsible for operational management of the Access to Information and Privacy functions within the OVO.

The OVO's Access to Information and Privacy Unit in Charlottetown, Prince Edward Island ensures that the Office's responsibilities under both Acts are met. Processing of requests is centralized within the unit. The unit consists of the Director, Corporate Services and Charlottetown Operations, ATIP Coordinator and a Liaison Officer. The Legal Advisor is also responsible for the final review and release of information to the Requestor. These four full-time staff members were assigned to the administration of both Acts on a part-time (as required) basis during the 2014–2015 reporting period, which represents 0.28 of a person year.

The main activities of the OVO ATIP unit include:

- Timely completion of requests for information under the *Access to Information Act* and the *Privacy Act* in compliance with ATIP legislation, regulations and Treasury Board Secretariat policy instruments;
- Developing and maintaining OVO policies, procedures, guidelines, and processes in support of Access to Information and Privacy legislation and central agency requirements;
- Promoting awareness of both *Acts* within the OVO to ensure that employees understand their roles and responsibilities;
- Monitoring OVO compliance with both *Acts* and central agency requirements;
- Preparing and providing information specific to the OVO to VAC for inclusion in annual reports to Parliament;
- Completing and coordinating the completion of Privacy Impact Assessments (PIAs) for the OVO;
- Coordinating the resolution of any complaints against OVO which have been submitted to the Information Commissioner under the *Access to Information Act* and to the Privacy Commissioner under the *Privacy Act*;
- Providing centralized management of privacy breaches within the OVO;
- Providing advice and guidance to OVO staff on ATIP issues; and
- Supporting the OVO in meeting its commitments to openness and transparency through proactive disclosure of information and the release of information via informal avenues.

6. Delegation Order

The responsibilities associated with the administration of the *Access to Information Act* are delegated to departmental officials and OVO officials through a delegation order signed by the Minister of Veterans Affairs (attached as Annex 1).

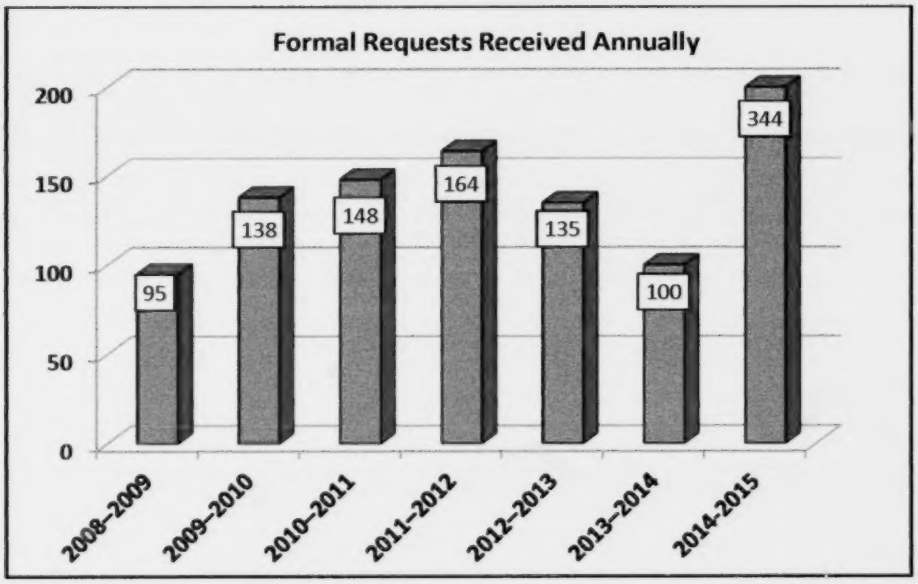
7. Interpretation of the Statistical Report on the *Access to Information Act*

The following summary provides an interpretation of statistical data on the administration of the *Access to Information Act* at VAC and the OVO between April 1, 2014, and March 31, 2015. A more detailed breakdown of processing statistics can be found in Annex 2 (VAC and OVO statistical report) and for separate interpretation specific to the OVO, Annex 3 (OVO statistical report).

Formal requests under the *Access to Information Act*

In April 2014, VAC joined several other government departments in accepting requests for information through the ATIP Online Request system. The Department has observed that an increasing number of individuals are filing requests for personal information under the *Access to Information Act* instead of the *Privacy Act*. The ATIP Office has worked with the Treasury Board Secretariat to add information about both the *Access to Information Act* and the *Privacy Act* in the ATIP Online Request system in an effort to help educate requesters. The increased use of *Access to Information Act* for these purposes has required the Department to re-allocate some of its existing resources to processing such files.

Between April 1, 2014, and March 31, 2015, the Department received 344 formal requests (343 by VAC and one by the OVO) for information under the *Access to Information Act*. This represents a 244% increase in requests received from the 2013–2014 fiscal year.

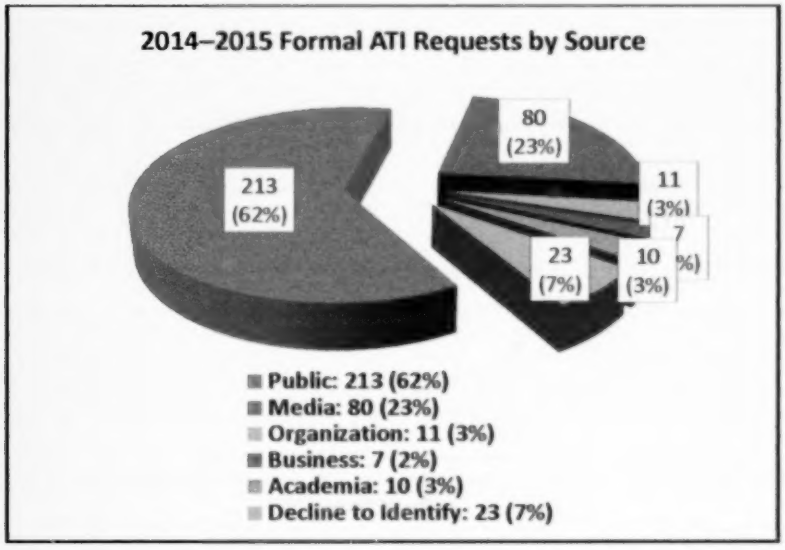


On April 1, 2014, 66 open requests were carried forward from the previous fiscal year. Combined with the 344 requests received in 2014–2015, a total of 410 requests required action (409 by VAC and one by the OVO) during the 2014–2015 fiscal year.

The Department completed 332 requests during the reporting period (332 by VAC and none by the OVO). At the end of the 2014–2015 fiscal year, 78 outstanding formal requests (77 by VAC and one by the OVO) were carried forward to the 2015–2016 fiscal year.

I Source of Requests Received

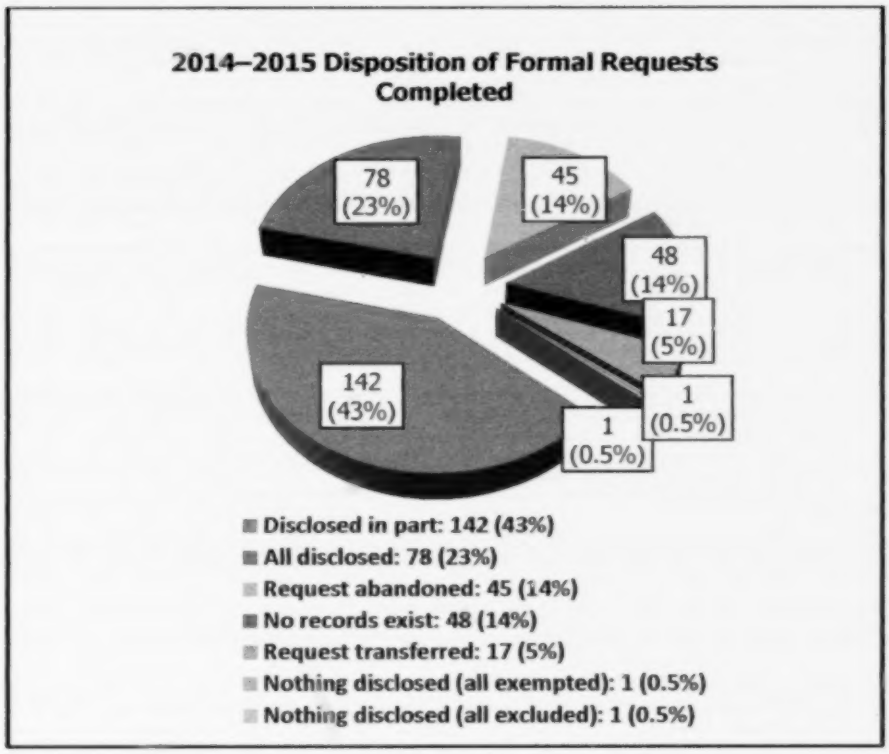
Included in the chart below are 343 requests received by VAC and one request received by the OVO during the 2014–2015 reporting period.



II Disposition of Requests Completed

In total, 332 requests were completed during the 2014–2015 fiscal year compared with 142 requests completed in the 2013–2014 reporting period (a 134% increase). The Department processed 70,618 pages (no pages processed by the OVO) and disclosed 65,843 (no pages disclosed by the OVO) in 2014–2015. In comparison, the Department processed 38,557 pages and disclosed 32,139 pages in 2013–2014. This represents a 105% increase in pages released for formal ATI requests compared with the previous year.

The following table provides further details on the disposition of 332 requests completed in 2014–2015:



There were no pages disclosed by the OVO during the 2014-2015 reporting period.

III Exemptions Cited

Canadians have a right of access to publicly held information but the *Access to Information Act* identifies specific exemptions for which the need to withhold certain information is recognized. An exemption is a provision under the *Act* that authorizes the head of the government institution to refuse to disclose records in response to an access request.

VAC invoked 266 exemptions under sections 13, 14, 16, 18, 19, 20, 21, 23, 24 and 26 of the *Access to Information Act*. The most frequently invoked provision was subsection 19(1), which is used to exempt personal information such as sensitive medical information. For statistical purposes, an exemption is counted only once when it is applied to a file multiple times.

The following table identifies the number of requests to which specific types of exemptions were applied:

Exemptions cited	**2012–2013**	**2013–2014**	**2014–2015**
Paragraph 13(1)*(a)* (Information obtained in confidence)	0	0	3
Paragraph 13(1)*(c)* (Information obtained in confidence)	0	0	2
Section 14 (Federal-provincial consultations or deliberations)	0	0	10
Paragraph 14(*a*) (Federal-provincial consultations or deliberations)	0	2	8
Paragraph 16(2) (Security)	0	0	7
Paragraph 16(2)*(a)* (Security)	0	0	1
Subsection 16(2)(*c*) (Security)	6	11	17
Paragraph 18(*a*) (Economic interests of Canada)	0	1	1
Paragraph 18(*b*) (Economic interests of Canada)	0	2	7
Paragraph 18(*c*) (Economic interests of Canada)	0	1	0
Subsection 19(1) (Personal information)	35	51	135
Paragraph 20(1)*(a)* (Trade secrets – third party)	1	0	1
Paragraph 20(1)*(b)* (Confidential information – third party)	1	3	6
Paragraph 20(1)*(c)* (Competitive process – third party)	1	3	8
Paragraph 20(1)(d*)* (Negotiations – third party)	0	0	3
Section 20.1 (Public Sector Pension Investment Board)	0	0	1
Paragraph 21(1)*(a)* (Operations of government – advice)	4	12	20
Paragraph 21(1)*(b)* (Operations of government – consultations or deliberations)	3	5	8
Paragraph 21(1)*(c)* (Operations of government – negotiations)	1	4	9
Paragraph 21(1)*(d)* (Operations of government – management)	1	1	3
Section 23 (Solicitor-client privilege)	3	2	8
Section 24 (1) (Statutory prohibitions against disclosures)	0	2	2
Section 26 (Refusal of access where information to be published)	**0**	**0**	**6**
Total exemptions cited	**56**	**100**	**266**

IV Exclusions Cited

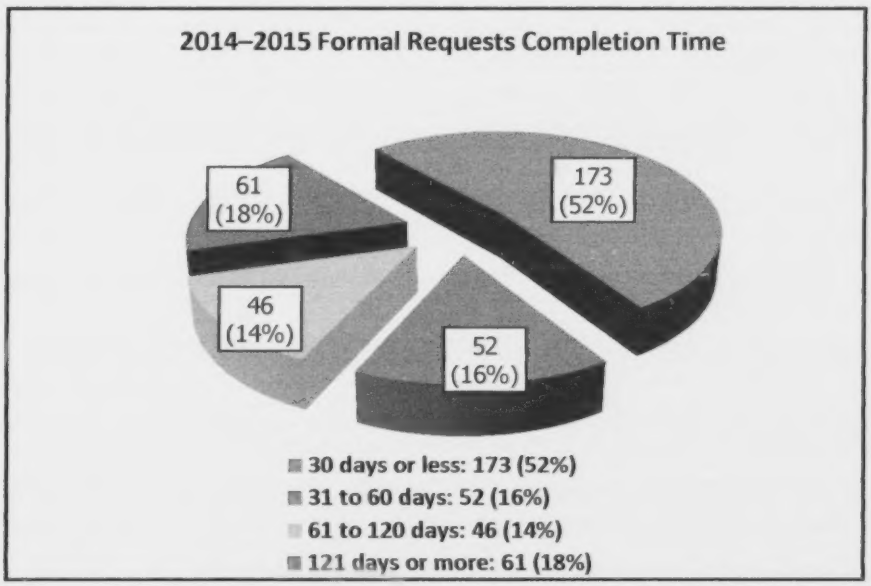
An exclusion is information to which the *Act* does not apply as described in sections 68 and 69 of the *Access to Information Act.* Examples include published material, material available for purchase by the public, material placed in the Library and Archives of Canada or confidences of the Queen's Privy Council for Canada. During the reporting period, VAC invoked section 68 on five occasions and section 69 was invoked on 29 occasions.

The following table identifies the number of requests to which specific types of exclusions were applied:

Exclusions cited	**2012–2013**	**2013–2014**	**2014–2015**
68(*a*) – Published material or material available for purchase by the public	1	1	5
69(1) – Confidences of the Queen's Privy Council	0	0	1
69(1)(*a*) – Proposals to Council	1	3	1
69(1)(*b*) – Policy options to Council	0	0	0
69(1)(*c*) – Agenda of Council	0	1	0
69(1)(*d*) – Records used in government decisions or formulation of policy	1	0	5
69(1)(*e*) – Briefings of Ministers	1	3	3
69(1)(*g*) re (*a*) – Cabinet confidences	1	2	12
69(1)(*g*) re (*b*) – Cabinet confidences	0	2	0
69(1)(*g*) re (*c*) – Cabinet confidences	1	3	1
69 (1)(*g*) re (*d*) – Cabinet confidences	1	0	4
69 (1)(*g*) re (*e*) – Cabinet confidences	1	1	2
Total	**8**	**16**	**34**

V Completion Time

During the 2014-2015 reporting period, 173 formal requests (52%) were completed in 30 days or less. As illustrated in the chart below, the Department also closed 159 cases over the year which required additional time and effort to complete. The Access to Information and Privacy Office increased resources during this reporting period. As a result of the increased resources, the Department no longer has a backlog of requests.


2014–2015 Formal Requests Completion Time
61 (18%)
173 (52%)
46 (14%)
52 (16%)
30 days or less: 173 (52%)
31 to 60 days: 52 (16%)
61 to 120 days: 46 (14%)
121 days or more: 61 (18%)

VI Extensions

Section 9 of the *Access to Information Act* provides for the extension of the statutory time limits if: (1) consultations are necessary; or (2) the request is for a large number of records and meeting the original time limit would unreasonably interfere with the Department's operations.

During the reporting period, a total of 56 requests were extended by VAC. Of these, 28 were extended for 30 days or less, and 28 requests required an extension of 31 days or more.

The OVO did not request any extensions during the 2014–2015 reporting period.

VII Translation

VAC received one privacy request requiring translation during the 2014-2015 reporting period. In comparison, there were no privacy requests (VAC or OVO) requiring translation during the 2013-2014 reporting period.

VIII Format of Information Released

Individuals may obtain the information they have requested in three ways:

(1) Receiving copies of the material;
(2) Examining the information during an arranged time; or
(3) Examining and receiving copies of the information.

In total, 332 requests were completed during the 2014-2015 fiscal year. In the 220 cases in which material was released, the requester received copies of the package. No requesters asked to view the material on-site. The remaining 112 closed cases were either abandoned (45), no records exist (48), transferred to another government institution (17), or nothing was disclosed due to exemptions or exclusions (2).

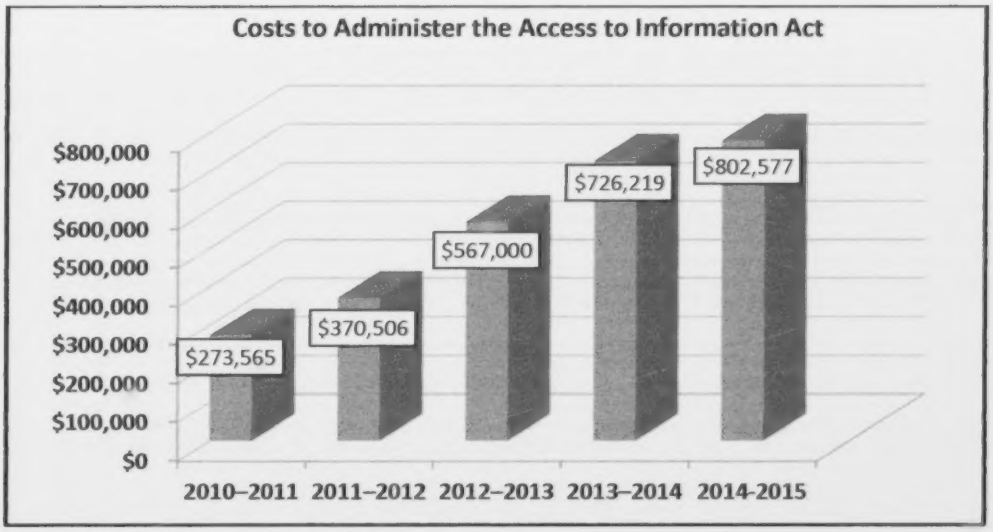
IX Fees

In accordance with section 11 of the *Access to Information Act,* the Department collected $2,025.00 in ATI fees during the reporting period. Of the total, VAC collected $1,560.00 for the application fee required under the *Act.* The remaining $465.00 was collected to cover search fees, an increase of 180% (or $299) over last fiscal year. During the same period, the Department waived fees totaling $15.00, which is equal to the amount of fees waived in the 2013-2014 fiscal year.

X Costs

The VAC and OVO ATIP offices spent a combined total of $ 802,577.00 to administer the *Access to Information Act* during the reporting period. The breakdown is as follows:

(1) Staff salaries $707,337.00;
(2) Professional services contracts amounted to $37,627.00; and
(3) Other administrative costs (representing operations and maintenance expenditures) $57,613.00.



The increased costs during the fiscal year can be linked to the investment VAC made to address the backlog of requests. As a result of this investment, the VAC ATIP office released 105% more pages and 134% more requests this year as compared with the previous fiscal year.

Please note that the costs identified in the above table pertain only to costs directly related to the ATIP Offices. They do not include time spent compiling and reviewing records for access requests in the various program areas within the Department.

XI Publication of Summaries of Completed Requests

Since September 2011, VAC has been posting summaries of completed Access to Information requests on the departmental website in accordance with Annex E of the Treasury Board Secretariat Directive on the Administration of the *Access to Information Act*: Criteria for posting summaries of completed access to information requests.

The list of summaries contains applicable completed requests since September 2011 for which documents have been retrieved or treated, or where no documents exist. The list is provided in chronological order and by request number.
VAC: http://www.veterans.gc.ca/eng/about-us/organization/access-to-information-privacy/completed-access

Since May 2012, the OVO has also been posting the list of summaries of completed Access to Information requests on its website.
OVO: http://www.ombudsman-veterans.gc.ca/eng/transparency/atip/reports

8. Other ATIP Functions

I Veterans Affairs Canada

The VAC ATIP Office provides other services in addition to handling formal requests submitted under the *Access to Information Act*. One such service is responding to informal requests. An informal request is a request for information that is not made or processed under the *Act*. Fees cannot be charged under the *Act* and there are no deadlines for responding to these requests. In addition, the requestor has no statutory right of complaint. In addition to the 332 formal requests, VAC's ATIP Office completed 214 informal ATI requests in the 2014–2015 fiscal year, which resulted in disclosing over 50,000 pages to requesters.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the ATIP Office also handled a variety of requests from within the Department, including the following:

- Analysis and response to policy questions;
- Review of new forms for the collection of personal information;
- Development of appropriate Privacy Notice Statements for new forms;
- Evaluation of contracts and Memoranda of Understanding and
- Provision of support in preventing, addressing and containing potential privacy breaches.

II Office of the Veterans Ombudsman

No informal requests were processed by the Office of the Veterans Ombudsman during the 2014–2015 reporting period.

In addition to processing *Access to Information Act* and *Privacy Act* requests, the OVO ATIP Office also handled a variety of requests from within the Office, including the following:

- Analysis and response to internal access to information and privacy questions;
- Evaluation of contracts; and,
- Provision of support in preventing potential privacy breaches.

9. Consultations

During the 2014–2015 fiscal year, VAC received 59 requests for consultations from other government institutions or other organizations involving VAC records or issues. Of the 59 consultations requiring action in 2014–2015, 55 were completed and four were carried over to the 2015-2016 fiscal year.

This year, the OVO began to report on consultations received from the VAC ATIP Office. During the 2014-2015 reporting period, the OVO received and completed three requests for consultation from the VAC ATIP Office.

10. Training and Awareness

During this fiscal year, departmental staff received ATIP-related training through a variety of mediums. Over the course of the year, privacy training was delivered to 756 participants.

Integrated Security / ATIP Training
VAC's mandatory Security Orientation Training, offered to all employees upon entering the organization and then at periodic intervals, highlights

- the Need-to-Know principle;
- the concept of privacy breaches;
- the rules regarding accessing information;
- disciplinary actions resulting from accessing personal information without authorization; and
- a general overview of ATIP legislation and fundamentals.

During the reporting period, a total of 698 participants attended 148 training sessions.

Manager and Supervisor Orientation Program (MSOP)
The VAC ATIP Office delivered an hour-long session on ATIP principles and best practices during one MSOP course, with a total of 8 participants. The session provides an overview of the *Access to Information Act* (Duty to Assist), an overview of the *Privacy Act* (Personal Information), and the roles and responsibilities related to privacy management such as the collection of personal information, privacy notices, privacy awareness, and privacy breach management.

Office of the Veterans Ombudsman (OVO) – specific training
In addition to taking part in Departmental ATIP training, a new manager within the OVO received detailed ATIP training, and 19 staff members, within the OVO, attended two refresher training sessions (one in Ottawa and one in Charlottetown) on the *Access to Information Act* and the *Privacy Act* and their responsibilities.

Access to Information and Privacy Act Training Session
During the fiscal year, VAC delivered a full day training session on ATIP principles with a total of 30 participants. The training session provided participants with a more in-depth understanding of the interpretation and the application of the exemption and exclusion provisions of both the *Access to Information Act* and the *Privacy Act*.

11. Policies, Guidelines and Procedures

Current Access to Information policies, guidelines and procedures were maintained and monitored during the 2014–2015 fiscal year for both VAC and the OVO. VAC also developed the following process during this reporting period:

- **ATIP Operational Process for the Declassification of Classified and Protected Documents** – This process provides guidance to ATIP Staff on the declassification of classified and protected records prior to release, through a privacy or access to information request.

12. Complaints and Investigations

In 2014–2015, the Information Commissioner received five VAC-related complaints in addition to the five complaints that were carried over from 2013–2014. VAC had a total of 10 complaints to respond to in the fiscal year.

Of the five complaints received,

- Two were related to denial of access;
- Two were related to deemed refusal; and
- One was related to a refusal to provide information under s. 69 of the ATIA.

Four complaints received a ruling during the reporting period and six have been carried over to 2015–2016. Of the complaints that received a ruling,

- Two were deemed well-founded;
- One was discontinued; and
- One was abandoned in the course of investigation.

Additionally, one early resolution complaint was received in the 2014-2015 fiscal year which alleged that other records should exist with the modification of search criteria. This complaint is ongoing and has been carried forward into the 2015-2016 fiscal year.

No complaints against the OVO were received by the Information Commissioner during the 2014–2015 reporting period.

13. Appeals to the Courts

There were no appeals to the courts for VAC or the OVO during this reporting period.

14. Monitoring – Access to Information Requests

I Veterans Affairs Canada

There is a robust case monitoring system in place. Using reports produced by the case management software tool, the status of requests is reviewed by ATIP Team Leads, Managers and the Director on a weekly basis to monitor upcoming deadlines. In addition, monthly statistical reports indicating incoming and outgoing ATI requests, as well as the number of requests overdue, are prepared for the ATIP Coordinator.

II Office of the Veterans Ombudsman

The Office of the Veterans Ombudsman uses a tracking spreadsheet to monitor processing for access to information requests. This tracking spreadsheet is maintained by the ATIP Coordinator and the ATIP Liaison Officer. Any anticipated issues with processing are escalated to the Director, Corporate Services and Charlottetown Operations.

Annex 1: VAC and OVO Delegation Order – *Access to Information Act* and Access to Information Regulations

Delegation Order - *Access to Information Act* and *Access to Information Regulations*

The Minister of Veterans Affairs, pursuant to section 73 of the *Access to Information Act*, hereby designates the persons holding the positions set out in the schedule hereto, or the persons occupying on an acting basis those positions, to exercise the powers, duties and functions of the Minister as the head of Veterans Affairs Canada, under the provisions of the Act and related regulations set out in the schedule opposite each position. This designation replaces all previous delegation orders.

Access to Information Act **Provisions and associated descriptions**		**Column 1** Deputy Minister and Associate DM	**Column 2** All Assistant Deputy Ministers, the Director General of Communications and senior management positions within the Department of Veterans Affairs Canada that reports directly to the positions outlined in Column 1.	**Column 3** Access to Information Coordinator within the Department of Veterans Affairs Canada	**Column 4** Any senior analyst position (PM-05 or above) within Department of Veterans Affairs that reports directly to the position outlined in Column 3	**Column 5** Any analyst position within the Access to Information and Privacy (ATIP) of the Department of Veterans Affairs that reports directly to the positions outlined in Column 4
4(2.1)	Responsibility of head of institution (duty to assist)	X	X	X	X	X
7(a)	Notice when access requested	X	X	X	X	X
7(b)	Giving access to the record	X	X	X	X	
8(1)	Transfer of request	X	X	X	X	X
9	Extension of time limits	X	X	X	X	X
11(2)(3)(4)(5)(6)	Additional Fees	X	X	X	X	X
11(6)	Waiver of refund	X	X	X	X	
12(2)(b)	Language of access	X	X	X	X	X
12(3)(b)	Access in an alternative format	X	X	X	X	X
13	Information obtained in confidence	X	X	X	X	
14	Federal-provincial	X	X	X	X	

	affairs					
15	International affairs and defence	X	X	X	X	
16	Law enforcement and investigations	X	X	X	X	
17	Safety of individuals	X	X	X	X	
18	Economic interests of Canada	X	X	X	X	
18.1	Economic interest of certain government institutions	X	X	X	X	
19	Personal information	X	X	X	X	
20	Third party information	X	X	X	X	
21	Operations of Government	X	X	X	X	
22	Testing procedures, tests and audits	X	X	X	X	
22.1	Internal Audits	X	X	X	X	
23	Solicitor-client privilege	X	X	X	X	
24	Statutory prohibitions	X	X	X	X	
25	Severability	X	X	X	X	
26	Refusal of access where information is to be published	X	X	X	X	
27(1), (4)	Third party notification	X	X	X	X	
28(1)(b), (2), (4)	Third party notification	X	X	X	X	
29(1)	Notice of decision to disclose	X	X	X	X	
33	Notice to Information Commissioner of notices to third parties	X	X	X	X	

35(2)(b)	Right to make representations	X	X	X	X	
37(1)	Notice of actions to implement recommendations of Commissioner	X	X	X	X	
37(4)	Access to be given to complainant	X	X	X	X	
43(1)	Notice to third party of application to Federal Court for review	X	X	X		
44(2)	Notice to requester of application for review by third party	X	X	X	X	
52(2)(b), 52(3)	Special rules for hearings	X	X			
71(1)	Facilities for inspection of manuals	X	X	X	X	
72	Annual report to Parliament	X	X	X		

Access to Information Regulations **Provisions and associated descriptions**						
6(1)	Transfer of request	X	X	X	X	X
7(2)	Search and preparation fees	X	X	X	X	X
7(3)	Production and programming fees	X	X	X	X	X
8	Method of access	X	X	X	X	
8.1	Limitations in respect of format	X	X	X	X	

The following portion of the Delegation Order applies to records and information that are created, collected, maintained, used and disclosed by the Office of the Veterans Ombudsman.

Position	*Access to Information Act*	*Access to Information Regulations*
Veterans Ombudsman	Full delegation	Full delegation
Director General of Operation	Full delegation	Full delegation
Legal Advisor	Full delegation	Full delegation
Director of Corporate Services and Charlottetown Operations	Full delegation	Full delegation

Minister of Veterans Affairs

APR 2 4 2012

Date

Annex 2: Statistical Report on the *Access to Information Act* (VAC and OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Veterans Affairs Canada

Reporting period: 2014-04-01 to 2015-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	344
Outstanding from previous reporting period	66
Total	410
Closed during reporting period	332
Carried over to next reporting period	78

1.2 Sources of requests

Source	Number of Requests
Media	80
Academia	10
Business (private sector)	7
Organization	11
Public	213
Decline to identify	23
Total	344

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
19	71	71	42	4	2	5	214

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

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Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	4	50	15	5	0	2	2	78
Disclosed in part	6	29	32	35	7	9	24	142
All exempted	1	0	0	0	0	0	0	1
All excluded	0	1	0	0	0	0	0	1
No records exist	15	25	4	3	0	0	1	48
Request transferred	17	0	0	0	0	0	0	17
Request abandoned	20	5	1	3	1	0	15	45
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	63	110	52	46	8	11	42	332

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	3	16(2)	7	18(a)	1	20.1	1
13(1)(b)	0	16(2)(a)	1	18(b)	7	20.2	0
13(1)(c)	2	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	17	18(d)	0	21(1)(a)	20
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	8
14	10	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	9
14(a)	8	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	3
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	135	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	1	23	8
15(1) - Def.*	0	16.3	0	20(1)(b)	6	24(1)	2
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	6
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	8		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	3		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	5	69(1)	1	69(1)(g) re (a)	12
68(b)	0	69(1)(a)	1	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	1
68.1	0	69(1)(c)	0	69(1)(g) re (d)	4
68.2(a)	0	69(1)(d)	5	69(1)(g) re (e)	2
68.2(b)	0	69(1)(e)	3	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	60	18	0
Disclosed in part	59	83	0
Total	119	101	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	6,161	6,046	78
Disclosed in part	60,791	57,556	142
All exempted	123	0	1
All excluded	15	0	1
Request abandoned	3,528	2,241	45
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Disposition	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	70	1,192	5	928	2	1,444	1	2,482	0	0
Disclosed in part	50	1,566	64	15,986	17	10,902	11	29,102	0	0
All exempted	1	0	0	0	0	0	0	0	0	0
All excluded	0	0	1	0	0	0	0	0	0	0
Request abandoned	39	46	3	166	2	965	1	1,064	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	160	2804	73	17080	21	13311	13	32648	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	3	3	0	0	6
Disclosed in part	53	2	0	0	55
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	1	7	0	0	8
Neither confirmed nor	0	0	0	0	0
Total	57	12	0	0	69

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
134	132	1	1	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	26	5	31
16 to 30 days	5	1	6
31 to 60 days	21	4	25
61 to 120 days	15	1	16
121 to 180 days	7	3	10
181 to 365 days	2	7	9
More than 365 days	25	12	37
Total	101	33	134

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	1	0	1
French to English	0	0	0
Total	1	0	1

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	5	0	0	0
Disclosed in part	16	9	18	2
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	2	1	3	0
Total	23	10	21	2

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	17	1	10	0
31 to 60 days	2	1	7	0
61 to 120 days	3	3	1	2
121 to 180 days	1	5	2	0
181 to 365 days	0	0	0	0
365 days or more	0	0	1	0
Total	23	10	21	2

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	315	$1,560	3	$15
Search	2	$465	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	317	$2,025	3	$15

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	59	1,833	1	5
Outstanding from the previous reporting period	0	0	0	0
Total	59	1833	1	5
Closed during the reporting period	55	1,812	1	5
Pending at the end of the reporting period	4	21	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	19	20	3	0	0	0	0	42
Disclose in part	3	4	4	0	0	0	0	11
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	1	0	0	0	0	0	0	1
Other	1	0	0	0	0	0	0	1
Total	24	24	7	0	0	0	0	55

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	1	0	0	0	0	0	1
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	1	0	0	0	0	0	1

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	1	3	0	0	0	0	0	0	0	0
16 to 30	2	25	0	0	0	0	0	0	0	0
31 to 60	3	129	0	0	0	0	0	0	0	0
61 to 120	2	20	0	0	0	0	0	0	0	0
121 to 180	1	293	0	0	0	0	0	0	0	0
181 to 365	2	46	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	11	516	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

	Fewer Than 100 Pages Processed		101--500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	1	26	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	1	26	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
5	4	4	13

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$693,923
Overtime		$13,414
Goods and Services		$95,240
• Professional services contracts	$37,627	
• Other	$57,613	
Total		$802,577

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	7.68
Part-time and casual employees	1.35
Regional staff	0.00
Consultants and agency personnel	0.30
Students	1.15
Total	10.48

Note: Enter values to two decimal places.

Annex 3: Statistical Report on the *Access to Information Act* (OVO)

Government of Canada / Gouvernement du Canada

Statistical Report on the *Access to Information Act*

Name of institution: Office of the Veterans Ombudsman

Reporting period: 2014-04-01 to 2015-03-31

Part 1: Requests Under the *Access to Information Act*

1.1 Number of requests

	Number of Requests
Received during reporting period	1
Outstanding from previous reporting period	0
Total	1
Closed during reporting period	0
Carried over to next reporting period	1

1.2 Sources of requests

Source	Number of Requests
Media	0
Academia	0
Business (private sector)	0
Organization	0
Public	0
Decline to Identify	1
Total	1

1.3 Informal requests

Completion Time							
1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
0	0	0	0	0	0	0	0

Note: All requests previously recorded as "treated informally" will now be accounted for in this section only.

Part 2: Requests Closed During the Reporting Period

2.1 Disposition and completion time

Disposition of Requests	Completion Time							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
All disclosed	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0
No records exist	0	0	0	0	0	0	0	0
Request transferred	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

2.2 Exemptions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
13(1)(a)	0	16(2)	0	18(a)	0	20.1	0
13(1)(b)	0	16(2)(a)	0	18(b)	0	20.2	0
13(1)(c)	0	16(2)(b)	0	18(c)	0	20.4	0
13(1)(d)	0	16(2)(c)	0	18(d)	0	21(1)(a)	0
13(1)(e)	0	16(3)	0	18.1(1)(a)	0	21(1)(b)	0
14	0	16.1(1)(a)	0	18.1(1)(b)	0	21(1)(c)	0
14(a)	0	16.1(1)(b)	0	18.1(1)(c)	0	21(1)(d)	0
14(b)	0	16.1(1)(c)	0	18.1(1)(d)	0	22	0
15(1)	0	16.1(1)(d)	0	19(1)	0	22.1(1)	0
15(1) - I.A.*	0	16.2(1)	0	20(1)(a)	0	23	0
15(1) - Def.*	0	16.3	0	20(1)(b)	0	24(1)	0
15(1) - S.A.*	0	16.4(1)(a)	0	20(1)(b.1)	0	26	0
16(1)(a)(i)	0	16.4(1)(b)	0	20(1)(c)	0		
16(1)(a)(ii)	0	16.5	0	20(1)(d)	0		
16(1)(a)(iii)	0	17	0				
16(1)(b)	0						
16(1)(c)	0						
16(1)(d)	0						

* I.A.: International Affairs Def.: Defence of Canada S.A.: Subversive Activities

2.3 Exclusions

Section	Number of Requests	Section	Number of Requests	Section	Number of Requests
68(a)	0	69(1)	0	69(1)(g) re (a)	0
68(b)	0	69(1)(a)	0	69(1)(g) re (b)	0
68(c)	0	69(1)(b)	0	69(1)(g) re (c)	0
68.1	0	69(1)(c)	0	69(1)(g) re (d)	0
68.2(a)	0	69(1)(d)	0	69(1)(g) re (e)	0
68.2(b)	0	69(1)(e)	0	69(1)(g) re (f)	0
		69(1)(f)	0	69.1(1)	0

2.4 Format of information released

Disposition	Paper	Electronic	Other Formats
All disclosed	0	0	0
Disclosed in part	0	0	0
Total	0	0	0

2.5 Complexity

2.5.1 Relevant pages processed and disclosed

Disposition of Requests	Number of Pages Processed	Number of Pages Disclosed	Number of Requests
All disclosed	0	0	0
Disclosed in part	0	0	0
All exempted	0	0	0
All excluded	0	0	0
Request abandoned	0	0	0
Neither confirmed nor denied	0	0	0

2.5.2 Relevant pages processed and disclosed by size of requests

	Less Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Disposition	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
All disclosed	0	0	0	0	0	0	0	0	0	0
Disclosed in part	0	0	0	0	0	0	0	0	0	0
All exempted	0	0	0	0	0	0	0	0	0	0
All excluded	0	0	0	0	0	0	0	0	0	0
Request abandoned	0	0	0	0	0	0	0	0	0	0
Neither confirmed nor denied	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

2.5.3 Other complexities

Disposition	Consultation Required	Assessment of Fees	Legal Advice Sought	Other	Total
All disclosed	0	0	0	0	0
Disclosed in part	0	0	0	0	0
All exempted	0	0	0	0	0
All excluded	0	0	0	0	0
Request abandoned	0	0	0	0	0
Neither confirmed nor	0	0	0	0	0
Total	0	0	0	0	0

2.6 Deemed refusals

2.6.1 Reasons for not meeting statutory deadline

Number of Requests Closed Past the Statutory Deadline	Principal Reason			
	Workload	External Consultation	Internal Consultation	Other
0	0	0	0	0

2.6.2 Number of days past deadline

Number of Days Past Deadline	Number of Requests Past Deadline Where No Extension Was Taken	Number of Requests Past Deadline Where An Extension Was Taken	Total
1 to 15 days	0	0	0
16 to 30 days	0	0	0
31 to 60 days	0	0	0
61 to 120 days	0	0	0
121 to 180 days	0	0	0
181 to 365 days	0	0	0
More than 365 days	0	0	0
Total	0	0	0

2.7 Requests for translation

Translation Requests	Accepted	Refused	Total
English to French	0	0	0
French to English	0	0	0
Total	0	0	0

Part 3: Extensions

3.1 Reasons for extensions and disposition of requests

Disposition of Requests Where an Extension Was Taken	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
All disclosed	0	0	0	0
Disclosed in part	0	0	0	0
All exempted	0	0	0	0
All excluded	0	0	0	0
No records exist	0	0	0	0
Request abandoned	0	0	0	0
Total	0	0	0	0

3.2 Length of extensions

Length of Extensions	9(1)(a) Interference With Operations	9(1)(b) Consultation		9(1)(c) Third-Party Notice
		Section 69	Other	
30 days or less	0	0	0	0
31 to 60 days	0	0	0	0
61 to 120 days	0	0	0	0
121 to 180 days	0	0	0	0
181 to 365 days	0	0	0	0
365 days or more	0	0	0	0
Total	0	0	0	0

Part 4: Fees

Fee Type	Fee Collected		Fee Waived or Refunded	
	Number of Requests	Amount	Number of Requests	Amount
Application	0	$0	0	$0
Search	0	$0	0	$0
Production	0	$0	0	$0
Programming	0	$0	0	$0
Preparation	0	$0	0	$0
Alternative format	0	$0	0	$0
Reproduction	0	$0	0	$0
Total	0	$0	0	$0

Part 5: Consultations Received From Other Institutions and Organizations

5.1 Consultations received from other Government of Canada institutions and organizations

Consultations	Other Government of Canada Institutions	Number of Pages to Review	Other Organizations	Number of Pages to Review
Received during reporting period	3	146	0	0
Outstanding from the previous reporting period	0	0	0	0
Total	3	146	0	0
Closed during the reporting period	3	146	0	0
Pending at the end of the reporting period	0	0	0	0

5.2 Recommendations and completion time for consultations received from other Government of Canada institutions

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	2	0	0	0	0	0	0	2
Disclose in part	1	0	0	0	0	0	0	1
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	3	0	0	0	0	0	0	3

5.3 Recommendations and completion time for consultations received from other organizations

Recommendation	Number of Days Required to Complete Consultation Requests							
	1 to 15 Days	16 to 30 Days	31 to 60 Days	61 to 120 Days	121 to 180 Days	181 to 365 Days	More Than 365 Days	Total
Disclose entirely	0	0	0	0	0	0	0	0
Disclose in part	0	0	0	0	0	0	0	0
Exempt entirely	0	0	0	0	0	0	0	0
Exclude entirely	0	0	0	0	0	0	0	0
Consult other institution	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0

Part 6: Completion Time of Consultations on Cabinet Confidences

6.1 Requests with Legal Services

	Fewer Than 100 Pages Processed		101-500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

6.2 Requests with Privy Council Office

	Fewer Than 100 Pages Processed		101–500 Pages Processed		501-1000 Pages Processed		1001-5000 Pages Processed		More Than 5000 Pages Processed	
Number of Days	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed	Number of Requests	Pages Disclosed
1 to 15	0	0	0	0	0	0	0	0	0	0
16 to 30	0	0	0	0	0	0	0	0	0	0
31 to 60	0	0	0	0	0	0	0	0	0	0
61 to 120	0	0	0	0	0	0	0	0	0	0
121 to 180	0	0	0	0	0	0	0	0	0	0
181 to 365	0	0	0	0	0	0	0	0	0	0
More than 365	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

Part 7: Complaints and Investigations

Section 32	Section 35	Section 37	Total
0	0	0	0

Part 8: Court Action

Section 41	Section 42	Section 44	Total
0	0	0	0

Part 9: Resources Related to the *Access to Information Act*

9.1 Costs

Expenditures		Amount
Salaries		$12,835
Overtime		$0
Goods and Services		$1,683
• Professional services contracts	$1,683	
• Other	$0	
Total		$14,518

9.2 Human Resources

Resources	Person Years Dedicated to Access to Information Activities
Full-time employees	0.14
Part-time and casual employees	0.00
Regional staff	0.00
Consultants and agency personnel	0.00
Students	0.00
Total	0.14

Note: Enter values to two decimal places.

Annex 4: Five-Year Statistical Analysis (VAC and OVO)

	2010–2011	2011–2012	2012–2013	2013–2014	2014–2015	Variance 2014–2015 and 2013–2014
Requests received	148	164	135	100	344	244%
Requests carried forward from prior year	35	68	89	108	66	-39%
Total requests requiring action	183	232	224	208	410	97%
Completed requests	114	143	116	142	332	134%
Requests carried forward to next year	69	89	108	66	78	18%
Completed in 30 days or less	69	62	47	59	173	193%
Pages released	4,635	5,545	16,696	32,139	65,843	105%
***ATIA* – Total costs of administration**	$273,565	$370,506	$623,778	$726,219	$802,577	10% (or +$76,358)
FTEs	3.85	6.38	10.54	10.91	10.34	-5% (or -0.57)
Informal requests	115	65	84	77	214	178%
Complaints received	5	15	14	6	5	-17%